

Eschelon Telecom, Inc.
Reconciliation of Arizona UNE-P Invoice
Invoice # 520-111-6728-969

Billmate File	% of Invoice Overbilled	Nature of Disputed Charges / Comments on Bill format
1. MONSERV (monthly service charges)	9.0%	<ul style="list-style-type: none"> a. Inaccurate Zone 2 rates billed on ANIs that are in Zone 1. Source used is from Qwest web-site as to what CLLIs are in what zones. b. Class and custom calling features billed on UNE-P lines that aren't applicable. c. Qwest didn't negotiate with Eschelon for the amount they are billing for flat rated Centrex local usage and shared transport. Eschelon's disputed amounts do not include this issue--we just want to negotiate something agreeable by both parties. d. Flat rate usage is priced differently (\$0.38 per line for shared transport in some cases; \$0.48 per line in other cases.) e. Discount rate not applied to appropriate USOCs such as premium directory listings. f. Toll restriction charges being billed when these should be Zero rated according to Qwest price lists on web site. g. Billmate file has information missing from columns per Qwest's Customer Guide to Billmate. For example, the rate column is missing the valid rate. h. Qwest doesn't separate the billing for the loop charge and switch port charge.
2. SOACTVTY - NRCs (service order activity - non-recurring charges)	140.0%	<ul style="list-style-type: none"> a. Billed wrong rates for installation charges per Qwest's price lists b. Billed install charges but when you go to the MONSERV file, there is no circuit charges being billed. c. Service credit billed is not accurate. Getting a \$19.00 or \$50.00 credit when it should be one month MRC and install waived. d. Rate column in billmate is not accurate - showing total charges instead of the rate for each USOC.
3. SOACTVTY - Fractional (service order activity - fractional charges)	43.9%	<ul style="list-style-type: none"> a. Proration calculation is not accurate for some services. b. Billed wrong rates per Qwest's price lists. c. Billed wrong zone rate charge. d. Billed for minimum periods not met e. Billed a rate without appropriate discount rate applied to tariff rate. f. Rate column in billmate is not accurate - showing total charges instead of the rate for each USOC. g. Billed for USOCs that don't have a rate with UNE-P (like hunting)
4. LDMISC (directory assistance)	0.0%	<ul style="list-style-type: none"> a. This was recently corrected by Qwest. Had been being billed the wrong rate on previous invoices.
5. LOCUSAGE (usage on UNE-P lines)	100.0%	<ul style="list-style-type: none"> a. Billed stand-by usage on UNE-P invoice
6. ACCOUNT.SUM (misc. taxes/other misc. charges summarized)	100.0%	<ul style="list-style-type: none"> a. Billed a Utah Poisen Control Center surcharge on a Phoenix invoice.
7. Toll (collect/third party / LD)	100.0%	<ul style="list-style-type: none"> a. We do not have a billing relationship with Qwest for billing third party toll / collect charges. Qwest is billing ESCH its rates. b. Missing data in billmate columns
8. Taxes	0.0%	<ul style="list-style-type: none"> a. Eschelon is billed state taxes according to billmate file description.
9. PRODUSG (per call activation charges)	100.0%	<ul style="list-style-type: none"> a. Qwest has been billing per call activation charges for the past two years in states that Eschelon operates. In June, we received notice that they will no longer bill for these charges and issue credits back to 1999.
10. MEASSVC (usage on UNE-P POTS)	0.0%	<ul style="list-style-type: none"> a. Usage not broken out between local and shared transport. b. Rate column in billmate is not accurate (showing total charges). c. Even though no validation can be performed because of a and b, Eschelon is not disputing at this time. A CR was initiated by ESCH.
Totals	14.9%	<p>Eschelon is being overbilled on it 6/25 dated UNE-P invoice by 14.9%. This overbilling is consistent with states other than AZ. The disputes initiated exclude impact of recently changed rates that the AZ Commssion ordered that Qwest has yet to implement on its invoices.</p>